

JOB-RELATED STRESS, FAMILY SUPPORT IN JOB AMONG POLICE

PERSONNEL: A CASE STUDY OF PUNJAB POLICE

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ABSTRACT

The Punjab Police Department, like any other Police Department in any state, has officers that are being negatively affected by stress. Stress can come in many forms. Some sources of stress can be the internal or external pressure to succeed, conflicts among family, friends and colleagues, a lack of self-confidence, security or even not getting enough sleep. Especially difficult for police officers are the fact that they do shift work especially night shift. They are assigned to a particular shift and they must work regardless of holidays or other special occasions. This is especially difficult for the police family, as they often do not understand why their spouse is not home with the family and why every time this happens again again. The family often feels that the officer places his/her job significantly above his/her family. Stress can lead to numerous sicknesses and when the officer brings that stress home to his family life it can cause his family to feel negative towards his/her job. This is just another added form of stress that the officer has to attempt to manage. The purpose of this research paper was to investigate this issue, 653 police officers included non gazetted and other ranks were administered a questionnaire that contained nine different questions was drafted on the issues like *degree of support of family members, feelings of children, job hindrance towards children, time with spouse, stress of work to home, work and home life influence, positive attitude, emotional help, priority to job*.

KEYWORDS: Stress, Job Satisfaction, Work Life, Family Life, Work-Culture, Family Support

INTRODUCTION

Family Support to police officers assisting the balance their work as well as their family lives, individuals may use their own personal support system for reducing conflict. The broad type of support is emotional support. Emotional support can be provided verbally (e.g., questioning about officer well-being) or can be made evident by simply being available and listening to the officer when the officer has a problem. A key

Support system outside of the work environment is the family. Research has shown that family support is related to less work-family conflict (Burke, 1988; Frone, Yardley, & Markel, 1997; Parasuraman, Greenhaus, & Granrose, 1992). A more specific type of family support is spouse support. They found that whereas spouse support had a significant relationship with marital satisfaction it was not related to wellbeing. They proposed two reasons for these findings. Men and women may provide and solicit different types of spouse support. Second, it may be that the issues going on within the organization may have been too big for spouse support to alleviate its negative effects. Parasuraman et al. (1992) examined the effects of spouse support on dual career couples and found employees who report high levels of spouse support are more likely to experience greater family satisfaction. We propose that not only can spouse support lessen the negative

effects of work-family conflict; it can also act as a moderator when work stress is high. This would be especially relevant for police officers. There is much spillover between work and family in police work (Roberts & Levenson, 2001), and because the two domains are so related, the support in one domain can affect the interaction between work and family. With this in mind, we posit that spouse support is negatively related to work-family conflict and acts as a moderator, or a buffer, between work stress and work-family conflict.

METHODS

Participants were used a sample of police officers located in Punjab, India. Data were from the Work and Family members. This study provided information on work and family issues from the police officer's perspective. Selected only police officers those were married, our final sample size 653 out of which 79.4% was the married respondents with 80.2% of them had children in the survey. This paper focus on the objective i.e. *to assess the family support in job of the personnel of Punjab police*. In the questionnaire survey of 653 police personnel nine different questions was drafted to measure the perception of the police personnel regarding the family support in their job and for that nine different questions was drafted on the issues like *degree of support of family members, feelings of children, job hindrance towards children, time with spouse, stress of work to home, work and home life influence, positive attitude, emotional help, priority to job*.

RESULTS

In the analysis part, firstly, response analysis was performed in which simply the type of response available from the police personnel on each above discussed issues was studied and for that binomial test of proportion was used to assess the dichotomous proportion of response and chi square test of homogeneity was used for the assess of the non dichotomous response and finally in the next part of analysis comparison was performed among the police personal divided as non gazetted officers and other ranks again on all above discussed issues. Chi square test of association was performed for the comparison purpose and for that null hypothesis was assumed at 5% level of significance.

Table 1: Response Analysis of the Police Personnel on the Various Issues Pertaining to the Family Support for the Job

	Very Supportive	Somewhat Supportive	Unsure	Somewhat Not Supportive	Not Supportive	p Value
How supportive are your family members towards your career	50.4	31.4	7.5	9.6	1.1	0.001
How do your children feels about your job	46.9	34.6	14.8	2.9	0.8	0.001

H₁₁: There was homogenous distribution of the response of the police personnel's on two statement based on the family support in their job on five point response scale

The analysis of the table 1 reveals that the above stated null hypothesis H₁₁ was rejected for both the statements based on the family support in the job as the p values obtained from the chi square test of homogeneity was lesser then 0.05. This states that there was significant shift in the response pattern of the police personnel's on each statement based on the family support.

It was further analyzed that on the issue *degree of support of family members in the career*, 50.4% police personnel's reported that they are very supportive while 31.4% reported it to be somewhat supportive and also 7.5% of the police personnel's was unsure on this issue and lastly, 9.6% and 1.1% police personnel's was reported their response either somewhat not supportive or not supportive respectively.

It was further analyzed that on the issue *feeling of the children about their jobs*, 46.9% police personnel's reported that they are very supportive while 34.6% reported it to be somewhat supportive and also 14.8% of the police personnel's was unsure on this issue and lastly, 2.9% and 0.8% police personnel's was reported their response either somewhat not supportive or not supportive respectively.

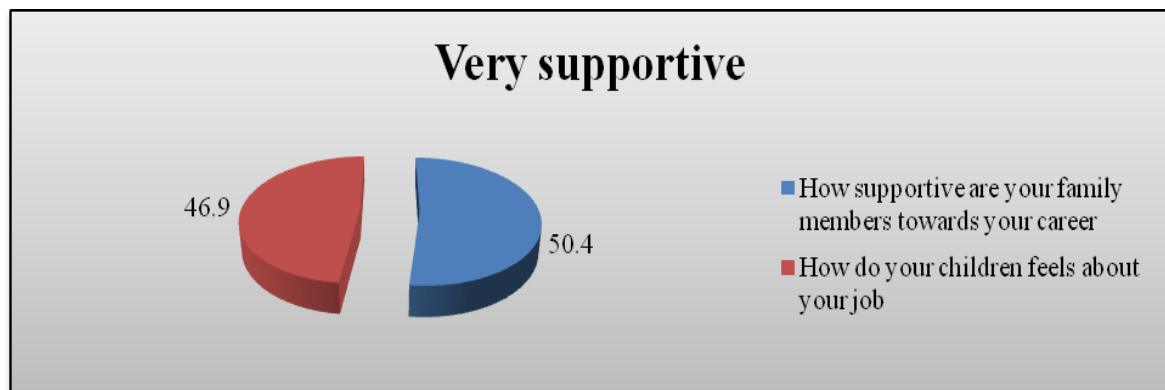


Figure 1: Response Analysis of the Police Personnel on the Various Issues Pertaining to the Family Support for the Job

Table 2: Response Analysis of the Police Personnel on the Various Issues Pertaining to the Family Support for the Job

	Never	Almost Never	Sometimes	Often	Always	P value
Is your work stopping you from paying attention to your children	10.7	8.9	43.8	19.6	16.9	0.001
Are you able to spend sufficient amount of time with your spouse	14.8	9.7	61.7	13.3	0.6	0.001

H₁₂: There was homogenous distribution of the response of the police personnel's on two statement based on the family support in their job on five point response scale

The analysis of the table 2 reveals that the above stated null hypothesis H₁₂ was rejected for both the statements based on the family support in the job as the p values obtained from the chi square test of homogeneity was lesser then 0.05. This states that there was significant shift in the response pattern of the police personnel's on each statement based on the family support.

It was further analyzed that on the issue *work stopping you from paying attention to your children*, 10.7% police personnel's reported that they had never while 8.9% reported it to be almost never but 43.8% of the police personnel's reported it to happen sometimes and lastly, 19.6% and 16.9% police personnel's was reported their experience it either often or always respectively.

It was further analyzed that on the issue *able to spend sufficient amount of time with your spouse*, 14.8% police personnel's reported that they had never while 9.7% reported it to be almost never but 61.7% of the police personnel's

reported it to happen sometimes and lastly, 13.3% and 0.6% police personnel's was reported their experience it either often or always respectively.

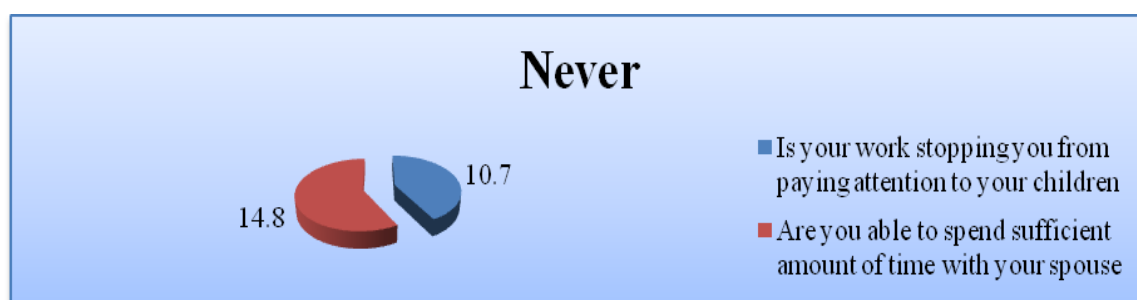


Figure 2: Response Analysis of the Police Personnel on the Various Issues Pertaining to the Family Support for the Job

Table 3: Response Analysis of the Police Personnel on the Various Issues Pertaining to Family Support in their Job

	Frequency	Percentage	p Value
Do you carry your anger and stress from work life to home life	318	48.7	0.557
Do your work and family directly influence each other	436	66.8	0.001
Do you maintain positive attitude with your family members	532	81.5	0.001
Do you get the emotional help and support from your family whenever it is required	617	94.5	0.001
Do you give priority to your job over family	577	88.4	0.001

H₁₃: The distribution of “yes” response of the police personnel’s on the statement in table 3 was 50.0%

The analysis of the above table reveals that the null hypothesis assumed was rejected for the four statements discussed above as the p values obtained for the binomial test on each statement was significant and lesser than 0.05 except for the statement *carry your anger and stress from work life to home life*, where all police personnel’s statistically equivalently accepted and rejected the issue i.e. 48.7% of the police personnel’s said true to the issue. Otherwise this states that the responses of the police personnel’s was not about 50.0% on each statement it was either significantly higher or lesser.

On further analysis it was revealed that significantly 66.8% of the police personnel’s was on positive response that their *work and family directly influence each other*.

On the issues like *maintain positive attitude with your family members*, 81.5% of the police personnel’s was agreed and similarly, *get the emotional help and support from your family whenever it is required*, again 94.5% of them reported to be in it.

Significantly 88.4% of the police personnel’s was on positive response that they *give priority to their job over family*.

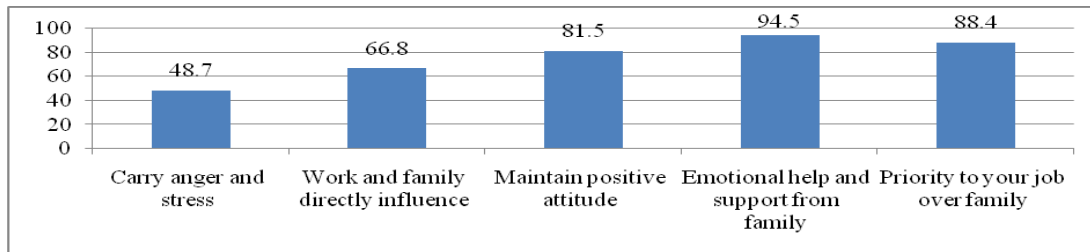


Figure 3: Response Analysis of the Police Personnel on the Various Issues Pertaining to the Support of the Family in their Job

The police personnel's was surveyed for the family support in job issue i.e. *support of the family members towards their career*, and for that five point scale response was available. To distinguish the family support issue among the non – gazetted officers and other rank officers chi square test of association was performed for the following null hypothesis,

H₁₄: Their was no significant association presents between the five point response pattern of the non gazetted officers and other rank officers on the family support statement based on their support towards their careers

The analysis of the table 4 showed that the above considered null hypothesis H₁₃ was rejected as $\chi^2 = 49.96$, $p < 0.05$, which suggests that their was significant difference presents between the response of the non gazetted officers and other rank officers on the family support in their career.

Table 4: Cross Tab Analysis of the Support of Family in Career among Ranked and Non Ranked Respondents

How supportive are your family members towards your career?			
	Non-Gazetted Officers (NGOs)	Other Ranks (ORs)	Total
Very Supportive	31.3%	56.1%	50.4%
Somewhat Supportive	38.0%	29.4%	31.4%
Unsure	8.7%	7.2%	7.5%
Somewhat not supportive	22.0%	6.0%	9.6%
Not supportive		1.4%	1.1%
$\chi^2 = 49.968^*$, $df = 4$, $p = 0.0001 < 0.05$, S			

It was inference that 31.3% of the non gazetted officers and 56.1% of the other rank officers reported that their family was very supportive in their career growth and on similar pattern 38.0% of the non gazetted officers and 29.4% of the other rank officers reported their family to be somewhat supportive. On the contrary, 8.7% of the non gazetted officers and 7.2% of the other rank officers was unsure on this issue. Also, 22.0% of the non gazetted officers and 6.0% of the other rank officers reported that their family was somewhat not supportive in their career growth and 1.4% other ranks personnel's told their family was not supportive.

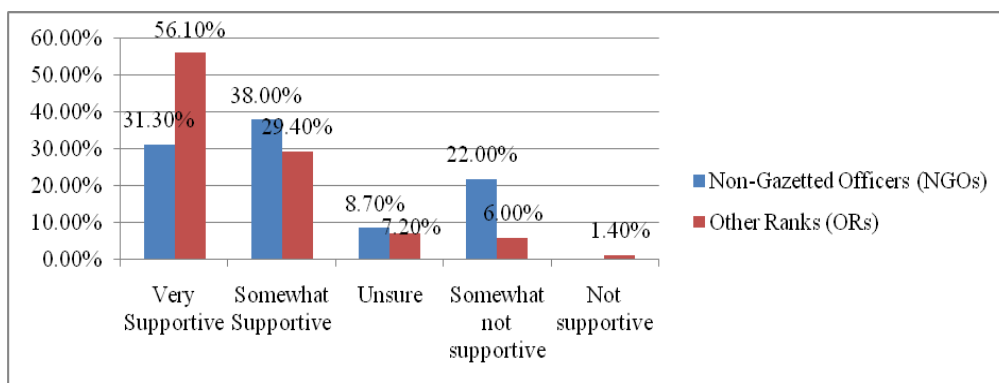


Figure 4: Bar Chart Analysis of the Support of Family in Career among Ranked and Non Ranked Respondents

The police personnel's was surveyed for the family support in job issue i.e. *feeling of the children about their job*, and for that five point scale response was available. To distinguish the family support issue among the non – gazetted officers and other rank officers chi square test of association was performed for the following null hypothesis,

H₁₅: Their was no significant association presents between the five point response pattern of the non gazetted officers and other rank officers on the family support statement based on their children feelings about their job

The analysis of the table 5 showed that the above considered null hypothesis H₁₄ was accepted as $\chi^2 = 7.262$, $p > 0.05$, which suggests that their was no significant difference presents between the response of the non gazetted officers and other rank officers on the feelings of their children towards their jobs.

Table 5: Cross Tab Analysis of the Feeling of the Children about Job among Ranked and Non Ranked Respondents

How do your Children Feel about Your Job?			
	Non-Gazetted Officers (NGOs)	Other Ranks (ORs)	Total
Very Supportive	38.3%	49.9%	46.9%
Somewhat Supportive	39.1%	33.1%	34.6%
Unsure	18.8%	13.4%	14.8%
Somewhat not supportive	2.3%	3.1%	2.9%
Not supportive	1.5%	.5%	.8%
$\chi^2 = 7.262$, $df = 4$, $p = 0.123 > 0.05$, NS			

It was Inference that 38.3% of the non gazetted officers and 49.91% of the other rank officers reported that their children feelings regarding their job was very supportive and on similar pattern 39.1% of the non gazetted officers and 33.1% of the other rank officers reported their children feelings as to be somewhat supportive. On the contrary, 18.8% of the non gazetted officers and 13.4% of the other rank officers was unsure on this issue. Also, 2.3% of the non gazetted officers and 3.1% of the other rank officers reported that their children feelings regarding their job was somewhat not supportive and 1.5% and 0.4% personnel's respectively told their children feelings was not supportive.

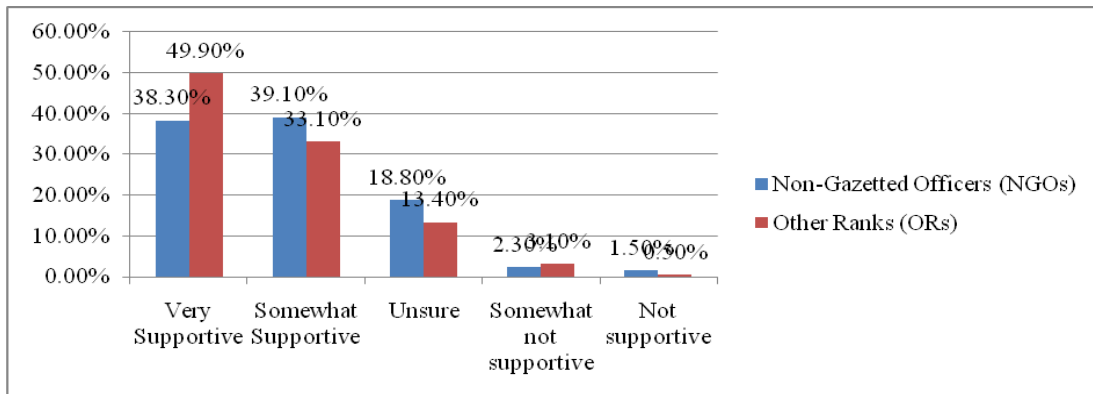


Figure 5: Bar Chart Analysis of the Feeling of the Children about Job among Ranked and Non Ranked Respondents

The police personnel's was surveyed for the family support in job issue i.e. *work stopping you from paying attention to your children*, and for that five point scale response was available. To distinguish the family support issue among the non – gazetted officers and other rank officers chi square test of association was performed for the following null hypothesis,

H₁₆: Their was no significant association presents between the five point response pattern of the non gazetted officers and other rank officers on the family support statement based on job stops from giving time to the children

The analysis of the table 6 showed that the above considered null hypothesis H₁₅ was accepted as $\chi^2 = 5.989$, $p > 0.05$, which suggests that there was no significant difference presents between the response of the non gazetted officers and other rank officers on the spending time with children get tough with job.

Table 6: Cross Tab Analysis of the Sufficient Time with Children among Ranked and Non Ranked Respondents

Is your Work Stopping you from Paying Attention to your Children?			
	Non-Gazetted Officers (NGOs)	Other Ranks (ORs)	Total
Never	12.2%	10.2%	10.7%
Almost Never	7.6%	9.4%	8.9%
Sometimes	36.6%	46.4%	43.8%
Often	21.4%	19.0%	19.6%
Always	22.1%	15.0%	16.9%
$\chi^2 = 5.989$, $df = 4$, $p = 0.200 > 0.05$, NS			

It was Inference that 22.1% of the non gazetted officers and 15.0% of the other rank reported that it is always that their job stops them to pay attention to their children and similarly, 21.4% and 19.0% police personnel's respectively thinks it does happen often. On the contrary, 12.2% of the non gazetted officers and 10.2% of the other rank reported that it is never that their job stops them to pay attention to their children and similarly, 21.4% and 19.0% police personnel's respectively thinks it does happen almost never. Also, 36.6% of the non gazetted officers and 46.4% of the other rank reported that it is only sometimes that they do not pay attention to their children due to job.

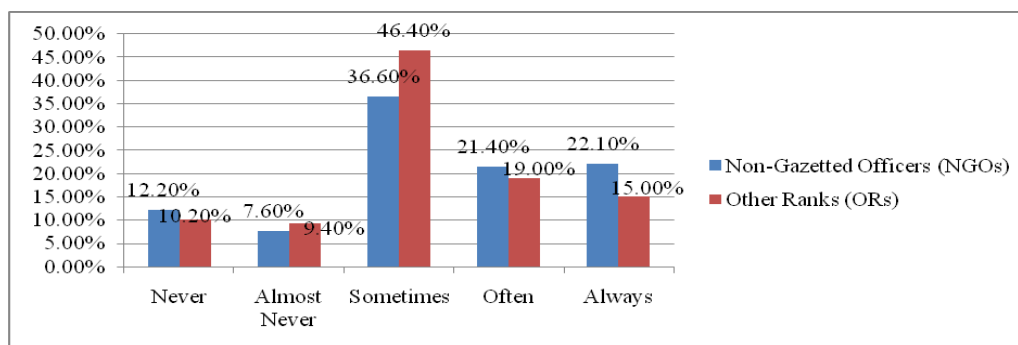


Figure 6: Bar Chart Analysis of the Sufficient Time with Children among Ranked and Non Ranked Respondents

The police personnel's was surveyed for the family support in job issue i.e. *able to spend sufficient amount of time with the spouse*, and for that five point scale response was available. To distinguish the family support issue among the non – gazetted officers and other rank officers chi square test of association was performed for the following null hypothesis,

H₁₇: Their was no significant association presents between the five point response pattern of the non gazetted officers and other rank officers on the family support statement based on able to give sufficient time with the spouse

The analysis of the table 7 showed that the above considered null hypothesis H₁₆ was accepted as $\chi^2 = 8.707$, $p > 0.05$, which suggests that their was no significant difference presents between the response of the non gazetted officers and other rank officers on the able to spend sufficient time with the spouse.

Table 7: Cross Tab Analysis of the Sufficient Time with Spouse among Ranked and Non Ranked Respondents

Are you able to Spend Sufficient Amount of Time with your Spouse?			
	Non-Gazetted Officers (NGOs)	Other Ranks (ORs)	Total
Never	10.3%	16.4%	14.8%
Almost Never	14.0%	8.2%	9.7%
Sometimes	61.8%	61.6%	61.7%
Often	12.5%	13.6%	13.3%
Always	1.5%	.3%	.6%
$\chi^2 = 8.707$, $df = 4$, $p = 0.069 > 0.05$, NS			

It was Inference that 1.5% of the non gazetted officers and 0.3% of the other rank reported that it is always that they able to spend sufficient time with their spouse and similarly, 12.5% and 13.6% police personnel's respectively thinks it does happen often. On the contrary, 10.3% of the non gazetted officers and 16.4% of the other rank reported that it is never that they able to spend sufficient time with their spouse and similarly, 14.0% and 8.2% police personnel's respectively thinks it does happen almost never. Also, 61.8% of the non gazetted officers and 61.6% of the other rank reported that it is only sometimes that they able to spend sufficient time with their spouse.

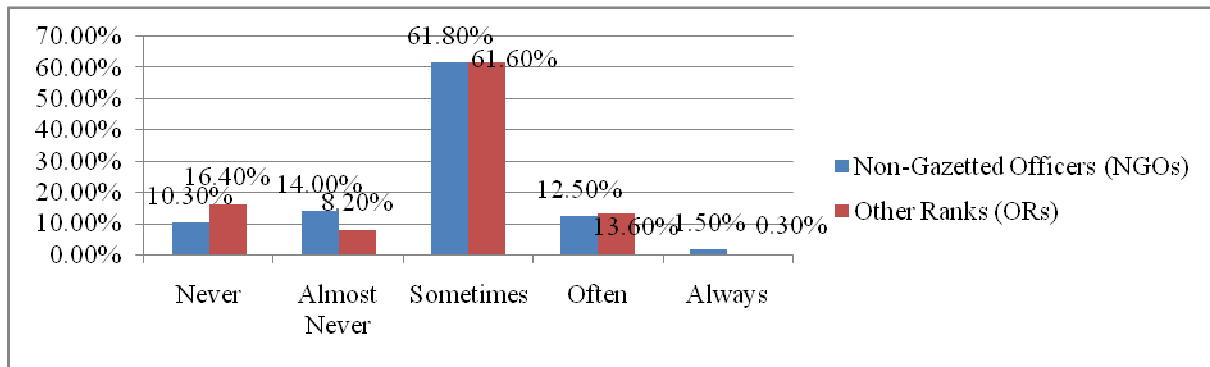


Figure 7: Bar Chart Analysis of the Sufficient Time with Spouse among Ranked and Non Ranked Respondents

The police personnel's was surveyed for the family support in the job issues i.e. *carry of anger and stress from work life to home life*, and for that dichotomous response was available. To distinguish the working culture among the non – gazetted officers and other rank officers chi square test of association was performed for the following null hypothesis,

H₁₈: Their was no significant association presents between the dichotomous response pattern of the non gazetted officers and other rank officers on the support of the family statement that carry of the anger and stress from work place to the home life

The analysis of the table 8 showed that the above considered null hypothesis H₁₇ was rejected as $\chi^2 = 9.828$, $p < 0.05$, which suggests that there was significant difference presents between the response of the non gazetted officers and other rank officers on the carry of the anger and stress from their work life to home life.

It was Inference that 60.0% of the non gazetted officers and 45.4% of the other rank officers was agreed that they had carried anger and stress from their work life to the home life. On the contrary, 40.0% of the non gazetted officers and 54.6% of the other rank officers was disagreed that they had carried anger and stress from their work life to the home life.

Table 8: Cross Tab Analysis of the Anger and Stress among Ranked and Non Ranked Respondents

<i>Do your carry your anger and stress from work life to home life?</i>			
	Non-Gazetted Officers (NGOs)	Other Ranks (ORs)	Total
Yes	60.0%	45.4%	48.8%
No	40.0%	54.6%	51.2%
$\chi^2 = 9.828^*$, $df = 1$, $p = 0.002 < 0.05$, S			

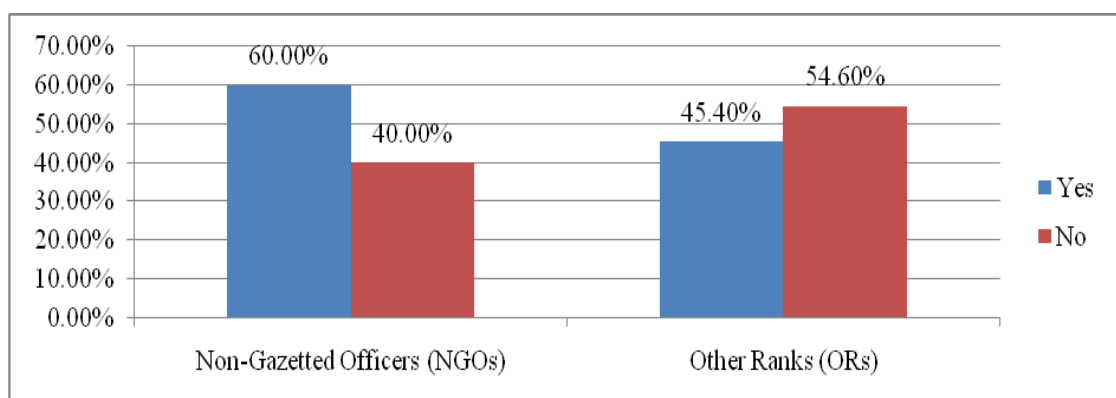


Figure 8: Bar Chart Analysis of the Anger and Stress among Ranked and Non Ranked Respondents

The police personnel's was surveyed for the family support in the job issues i.e. *work and family directly influence each other*, and for that dichotomous response was available. To distinguish the working culture among the non – gazetted officers and other rank officers chi square test of association was performed for the following null hypothesis,

DISCUSSIONS

The nature of police work is demanding. Whereas police organizations and family members cannot lessen most demands inherent with the job, they can offer support to lessen the potentially negative effects that go with the job. The current study examined both organizational and personal support mechanisms in an attempt to find ways to lessen potential work-family conflict that is associated with work stress.

This is disconcerting because, in general, the job of a police officer is stressful (e.g., Anshel et al., 1997; Kaufmann & Beehr, 1989; Norvell et al., 1988; Roberts & Levenson, 2001; Sigler & Wilson, 1988). These results support previous research (e.g., Roberts & Levenson, 2001) that shows that stressors inherent to police officers' work may influence the relationships that the officers have with their family members.

There are many different types of programs that police departments provide for their welfare to assist police officers and their family members. It is also found that whereas counseling for law enforcement family members was the most widely available program, stress education for law enforcement recruits and families was the most used. It could be that education-based programs are more widely accepted by police officers.

Finally it is proposed that the primary reason availability of programs affects work-family conflict is because employees who feel they work for supportive organizations also feel that the organization is supportive of their work and nonworking needs.

CONCLUSIONS

Whereas the current study sheds some light on family support, it also reveals the complexity of the situation. First, the benefits of family support may be moderated by the nature of the job. Availability (vs. usage) of family support may be more important in stressful jobs such as police work compared to less stressful jobs. Second, the type of available and used benefits may be important in predicting conflict and stress. For example, family orientation programs may differ from flexible scheduling pro-grams. Balancing work and family demands is very important. Family-friendly policies are one way to balance such demands. Therefore, researchers need to continue investigating the types of policies that should be offered to lessen stress and conflict, as well as examine the benefits of merely offering programs versus requiring or encouraging their usage.

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